



United States Department of the Interior



NATIONAL PARK SERVICE
INTERIOR REGIONS 6, 7 & 8
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IN REPLY REFER TO:
IMR-ACM
CC-GRCA034-25

Memorandum

To: All Requesters of the Prospectus for *A Concession Business Opportunity for Bicycle Rentals, Guided Bicycle Tours, Food and Beverage, and Other Services within Grand Canyon National Park*.

From: Commercial Services Program Lead, Serving Regions 6, 7, & 8

Subject: Amendment 1 and Responses to Questions to the Prospectus for Concession Contract No. CC-GRCA034-25

This notice amends the Prospectus and provides responses to questions received regarding *A Concession Business Opportunity for Bicycle Rentals, Guided Bicycle Tours, Food and Beverage, and Other Services within Grand Canyon National Park* issued on October 25, 2023, for Concession Contract No. CC-GRCA034-25.

Amendment 1 to the Prospectus

Part III, Proposal Package

Business Organization Information Forms (pgs. 14-18) and Business History Information Form (pgs. 24-25) have been updated to newest OMB-approved version. No change to content of forms.

Appendix D, Proposal Package Forms (Excel)

Workbook has been updated to newest OMB-approved version. No change to content of forms.

Appendix C, GRCA034 Proposal Package (Word)

Business Organization Information Forms (pgs. 14-18) and Business History Information Form (pgs. 24-25) have been updated to newest OMB-approved version. No change to content of forms

Questions As Received

General Questions

- 1) *Are there any projects or improvements that are planned to the visitor center or other visitor services in the area of the park where this concessioner operations are located during the term of the Draft Contract?*

NPS Response. No, the NPS currently does not have plans for any projects or improvements within the assigned facilities or in the immediate area of the visitor center.

2) *Would the Service consider a small business set aside for this contract?*

NPS Response. Small Business Set-Asides, as contemplated in the Federal Acquisition Regulations, are not applicable to concessions contracts, which are governed by the NPS Concessions Management Improvement Act of 1998 (title V of Public Law 105-391).

3) *Please provide the current concessioner's itemized list of personal property. Please include values for each item and indicate if those values are provided by the concessioner or by a third-party appraiser. What is the age of the bicycle fleet? Please provide information of fleet age with year purchased.*

NPS Response. See Appendix B: Existing Concessioner Personal Property for a list of Existing Concessioner's personal property. The Service does not provide the level of detail requested in the remainder of this question.

4) *Are the trailers owned by the concessioner or leased? If leased, from whom and at what cost?*

NPS Response. Trailers are the personal property of the Existing Concessioner.

5) *What is the NPS doing with the single waste stream from the Cafe and Bike rental shop? Is it sorted, recycled, composted?*

NPS Response. The Service is currently evaluating its future options. The Park currently does not have a recycling program, but the Concessioner may conduct its own recycling program.

6) *How is the trash and recycling from the store handled? And from the park units? [Utility Expense mentioned in Part I: Business Opportunity, "Investment Analysis" Section, pg 11.]*

NPS Response. Trash is placed in the dumpster near the visitor center. See response to Question 5.

7) *Appendix B – Existing Concessioner Personal Property Inventory: The Personal Property Inventory provided references cooking, storage, and prep equipment that did not seem to be visible during the site visit – if that observation is accurate, can the Service explain where that equipment is located?*

NPS Response. It is possible that some items may be at an off-site food prep location. The Service does not ensure that every piece of personal property is visible for the site visit.

8) *Are the assigned structures currently LEED certified?*

NPS Response. No. The Service constructed the café and bike rental facility following LEED standards, although, LEED certification has not been completed.

9) *Where is the offsite kitchen located and who operates it?*

NPS Response. The Existing Concessioner uses a kitchen in Flagstaff.

10) *Are most bookings pre-booked in advance or day of?*

NPS Response. 60-70% of the booking have historically been made in advance.

11) *Are there trash cans on the bike routes? If so, how many?*

NPS Response. Yes, there are numerous Park managed trash receptacles located at designated lookouts and shuttle stops, located along the bike routes. The Park does not have the specific number readily available.

12) *Which County health department inspects the store? [Food & Beverage mentioned in Part I: Business Opportunity, “Concession Opportunity” Section, pg 8.]*

NPS Response. The NPS Office of U.S. Public Health conducts the health inspections, although, if there were to be an outbreak or incident, the Coconino County Health Department may also respond in a coordinated effort.

13) *What WIFI service is currently used? [Utility Expense mentioned in Part I: Business Opportunity, “Investment Analysis” Section, pg 11.]*

NPS Response. The Existing Concessioner utilizes two providers: Starlink and a Verizon hotspot router system.

14) *What is the current electrical panel amps and how many circuits? [Utility Expense mentioned in Part I: Business Opportunity, “Investment Analysis” Section, pg 11.]*

NPS Response. (1) - 3 Phase 225-amp 42 circuit panel, and (1) - 3 Phase 125-amp 42 circuit panel.

Business Opportunity

15) *In the Business Opportunity, for National Park Service provides a number for bike rentals and bike tours. For clarity is that number, the amount of total transactions? Or is it the number of individuals that rented a bike or took a tour? If it is the number of transactions, what was the total number of individual bike rentals? What was the total number of individual guided tours? In the Business Opportunity, the national park service provides the aggregate, total of bike rentals and tours. Will the national park service, please share the discrete bike rentals and the discrete guided tours number separately.*

NPS Response. Business Opportunity Pg. 12, Within Exhibit 15 this number is the total number of rentals and tours. The Service does not have a further breakdown.

16) *Business Opportunity pg. 7: There appeared to be water damage within the soffit above the cashier area within the building – can the Service explain whether that is the result of weather-related flooding damage, or issues with the existing fire suppression system?*

NPS Response. This is old damage from a roof leak that has since been repaired. Interior repairs are still pending.

17) *Business Opportunity pg. 7: Can the Service provide annual certifications for the fire riser located in the workshop area?*

NPS Response. The Existing Concessioner just recently completed the annual certification for the referenced riser and associated system. The actual certification can be provided to the successful offer. The Concessioner must inspect as outlined in the Maintenance Plan, Sec. E, Pg. E-7.

- 18) *Appendix B – Existing Concessioner Personal Property Inventory: The Personal Property Inventory provided references a total of 5 Employee Housing Units, however only 4 units were viewed on the site visit – can the Service explain that discrepancy?*

NPS Response. Business Opportunity, Pg 8, Employee Housing: To support the required and authorized services, the Draft Contract assigns to the Concessioner four trailer sites (Clinic Trailer Site #4 and Pima Street Trailer Sites #139, #140, #141), each adequately sized for a singlewide house trailer, for employee housing. The Concessioner must provide its own non-permanent employee housing facilities to use on these sites that must comply with the Park’s housing plan. Historically, the Existing Concessioner has arranged for the use of additional sites from other in-Park concessioners. While the other in-Park concessioners have been receptive to such arrangements to date, the Service does not require those concessioners to cooperate, and the Service will not coordinate, facilitate or guarantee, any arrangement between concessioners.

NPS Response. See Response to the prior question.

- 19) *Is it possible to add an RV at one of the existing four Concessionaire allotted sites? [Employee Housing mentioned in Part I: Business Opportunity, “Concession Opportunity” Section, pg 8.]*

NPS Response. No, See Response to the prior question.

- 20) *Can revenues be categorized by bike rental services and the café/retail services?*

NPS Response. Please see Business Opportunity, Exhibit 13.

- 21) *Does NPS play a role in the negotiation of purchasing the personal property at these four allotted sites? [Employee Housing mentioned in Part I: Business Opportunity, “Concession Opportunity” Section, pg 8.]*

NPS Response. No. Business Opportunity, Pg. 8, Estimated Initial Investment. The Existing Contract does not require the Existing Concessioner to sell and transfer to its successor other property associated with the concession operations. Even so, the Service has assumed that the Concessioner will negotiate with the Existing Concessioner to purchase much of the personal property needed for operations.

- 22) *Does NPS own any of the refrigerated equipment at the Store Building? [Food & Beverage mentioned in Part I: Business Opportunity, “Concession Opportunity” Section, pg 8.]*

NPS Response. No. See Exhibit D, Assigned Government Personal Property, Pg. 1, NONE ASSIGNED.

Exhibit C, Draft Contract

- 23) *The Draft Contract allows for the sale of Limited Retail items – are there any categories of retail items that are prohibited from being sold through this contract, or by the term “limited” is the service*

referring to the amount that would be sold, due to the small footprint of this location, but not limiting the specific categories of retail items which can be sold?

NPS Response. The term “limited” refers to the constraint imposed by limited square footage, as well as the limitations imposed by the Operating Plan, Sec. 4(E)(2). The Concessioner will need to ensure that there is adequate room for proper visitor flow, an appealing store appearance, and that the configuration meets all accessibility standards and associated codes.

24) *Property insurance requirements are unrealistic for smaller operators to obtain at a reasonable cost. Would the Service consider self-insuring government property in the contract like other government owned buildings across America? If not, this policy favors larger operators capable of setting up captives, with broad geographic risk, and direct access to re-insurance.*

NPS Response. No, as stated in the Draft Contract, Sec. 11. Indemnification and Insurance, “The Concessioner shall obtain and maintain during the entire term of this Contract at its sole cost and expense, the types and amounts of insurance coverage necessary to fulfill the obligations of this Contract as determined by the Director.”

25) *Has the National Park Service set any limitations as it relates to improvements to the Site to increase the efficiency of operations for food and beverage under PSF 2? If so, what are they? For Example, in the Maintenance Plan “The CPPR must identify Component Renewal projects one year prior to commencement of the individual project. Projects that require planning and design before construction must be identified in the CPPR the year before planning and design begins.”*

NPS Response. Draft Contract, Pg. 9, Sec. 8 Concession Facilities Used in Operation by the Concessioner, “The Director hereby assigns Concession Facilities as described in Exhibit C to the Concessioner for the purposes of this Contract. The Concessioner shall not be authorized to construct any Capital Improvements (as defined in Applicable Laws including without limitation 36 CFR Part 51) upon Area lands. The Concessioner shall not obtain a Leasehold Surrender Interest or other compensable interest in Capital Improvements constructed or installed in violation of this Contract.”

26) *Can Exhibit D be shared, reflecting the statement of values for real property that will be required to be insured by the concessionaire?*

NPS Response. Please see Exhibit C, Assigned Land and Real Property Improvements, Pg. C-1.

Exhibit A, Operating Plan

27) *Mobility Aid Rental. What are the Service-approved mobility devices for Park visitors?*

NPS Response. Refer to the Operating Plan, Pg. A-22, Sec. 4(E)(2)(a)-(c)

(2) Additional minimum requirements:

(a) Wheelchair Equipment. The Concessioner must provide a minimum of five (5) wheelchairs appropriate for travel on accessible trails, capable of holding a passenger of up to 300 pounds.

(b) Purchasing Wheelchairs or other Mobility Aids. Prior to purchasing devices, the Concessioner will provide its selection of equipment to the Service for review and approval.

(c) Wheelchair and Mobility Aid Maintenance. The Concessioner must maintain all wheelchairs in accordance with the manufactures' recommendations and industry standards. The Concessioner must perform necessary preventive maintenance on each wheelchair between rentals. The Concessioner must ensure that each wheelchair is adjusted for the individual user prior to rental. The Concessioner must ensure all mobility aid equipment is cleaned and sanitized before each use.

28) *The National Park Service in Exhibit A: Operating Plan calls out "locally roasted beans", and "locally produced food". Would you please confirm what you mean by local?*

NPS Response. Please see the definition of "Local or Regional" in the Service's standards for Healthy Foods, Pg. 2 located at <https://www.nps.gov/subjects/concessions/upload/Healthy-Food-Standards-and-Sustainable-Food-Guidelines.pdf>.

29) *The National Park Service, in Exhibit A: Operating Plan lists minimum hours of service being until 5pm? What is the latest the concessioner would be allowed to operate?*

NPS Response. Operating Plan Pg. A-2, The Concessioner must submit its schedule for the required and authorized services for the following year to the Service for review and approval by November 1st annually.

The Park has not determined a closure time but may consider a closure time as late as 10:00 p.m.

30) *Would the National Park Service provide the map of the Authorized shuttle routes? We were unable to locate them in the Draft Contract, Exhibit A, Operating Plan, Attachment 4.*

NPS Response. The existing Concessioner uses the Park roads, and the Park permits access to Hermit's Road. Operating Plan, Pg. A-20, C) Transportation, (2)(a) Shuttle Service. The Concessioner will provide a shuttle service for bicycle riders and their bicycles to and from pre-approved locations. The Concessioner will submit its initial request for locations and any changes to shuttle stops to the Service for review and approval prior to implementation. The Concessioner will note the location of shuttle stops on the maps it provides to its clients. Additional details can be found on the Park's Website: <https://www.nps.gov/grca/planyourvisit/bicycling.htm>.

31) *Does the current concessionaire leave the bicycles onsite during the 3-month closure (Jan-March) for rentals? [Operating Schedule mentioned in Part I: Business Opportunity, "Concession Opportunity" Section, pg 7.]*

NPS Response. Operating Plan, Pg. 19, Sec. 4(b). A maximum of 100 bicycles may be on the land assignment during the off-season. This includes rentals, tour bikes, and any on-site winterized bikes. Any additional bicycles over 100 must be stored out of the Area in the winter unless the Service assigns another suitable location within the Area.

32) *Does the shuttle service require ADA/mobility aid service? [Shuttle Service mentioned as required service in Part I: Business Opportunity, Exhibit 3 "Required Services of the Draft Contract," pages 6-7 and Mobility Rentals on pg 8.]*

NPS Response. Operating Plan, Pg. 21, C) Transportation, NPS service standard requires, "Accessibility - Vehicles, facilities, and services meet the requirements of the Americans with

Disabilities and Architectural Barriers Acts and all other applicable laws related to accessibility.” As well as Exhibit B, Nondiscrimination, Pg. 3, Sec. 2 Accessibility.

33) *Is there propane or natural gas available in the café/rental building?*

NPS Response. The building is supported by propane. Propane is procured by the Existing Concessioner from an independent supplier. The Concessioner must contract with independent suppliers to provide utility services not provided by the Service including electricity, phone, internet, and propane. Operating Plan, Pg. 15, I)(1)(b)

Exhibit E, Maintenance Plan

34) *Is the concessioner’s responsibility for snow and ice removal limited to the Concessioner Land Assignment?*

NPS Response. Maintenance Plan, Pg. E-10 and E-11:

I) Grounds, (6)(b) The Concessioner will remove snow from entrances, porches, and walkways of its Concession Facilities. The Concessioner will sand or remove ice buildup on walkways for safety. The Concessioner must request approval from the Service in advance for any chemical used for removing ice.

J) Winter Preparation (1) The Concessioner will take all necessary precautions to prevent damage to Concession Facilities during winter. The Concessioner will remove snow and ice when accumulation threatens to damage structures or to injure persons.

35) *Is additional signage for the bike rentals/store/café allowed throughout the park? [Local Competitive Market mentioned in Part I: Business Opportunity, “Market Area Overview” Section, pg. 13.*

NPS Response. Maintenance Plan, Sec. 3, M) Signs, (3) Park Signs. The Concessioner will obtain the written approval of the Superintendent prior to any new sign installation.

Proposal Package

36) *Would the National Park, please explain the difference in PSF 1 as it relates to what is considers “... cultural history, indigenous people, Native American perspective,”*

NPS Response. No, the NPS will not explain the difference; however, it may be helpful to refer to the Parks Interpretive Themes for additional background at:

https://www.nps.gov/grca/learn/historyculture/interp_themes.htm .